TAO Video Conferencing Instructions for Clients

At this time the Video Conference option is not available through the phone app. You can access the videoconferencing feature from your desktop, laptop, iPad/tablet, or phone through a web-browser. You will have to able to log into the internet in order to use the TAO video/audio conference feature. If you do not have internet available please let your provider know as soon as possible. You can access TAO Videoconferencing by logging to the following address and taking the steps below: http://thepath.taoconnect.org

You will have to log in through the full web address, listed below, in order to access the video conference application. You can complete your survey assessments, module sessions, logs, and mindfulness library through the phone app. Prior to your appointment you will have completed the appropriate Counseling Center Paperwork and your clinician will have reviewed it. Once you log in to TAO your will have to complete the Warwick-Edinburgh Mental Well-Being Scale prior to each appointment.

How to Access TAO Videoconferencing.

1. Your assigned provider will enter your name and UCI email into the TAO online platform which will generate an email that will be sent to you stating that a new account has been created for you. In this email it will tell you your username (which is your UCI email address) and a temporary password. Follow the prompts to creating a profile and resetting your password to one of your choosing. If you do not see the email in your inbox please check your spam/trash folders as it sometimes automatically goes there.

**If you have already created a self-help profile within TAO please follow these steps.

If you have already created a self-help account on your own please log in with your normal username and password. You will then be prompted to “select a group”. The self-help program is called “UCI Self Help Resources” but you will also see another group name which is the name of your designated therapist. In order to access the videoconferencing feature to speak with your provider you will have to select the provider name as the selected group. See images below
2. Once you get to the front page at the top you will see in the blue banner the words “Video Conference”. If you are using a device outside of a desktop or laptop use the menu button on the upper left hand side of your device and select videoconferencing.

3. Once you click the “video conference” button you will be redirected to a new page that looks like the following. Once here you will hit button that says “Start Video Conference with “(your therapist name)”. Videoconferencing sessions are available through a HIPAA compatible Zoom Account.
If you have never downloaded Zoom on the device you are using you will see a prompt to download the Zoom program before the meeting can launch. If you are using a smartphone, IPad, or tablet you will have to download the Zoom app. Please make sure you have downloaded the Zoom application and that whatever device you are working from that you have allowed access to the microphone and videocamera.

**If you do not feel comfortable with videoconferencing sessions please speak to your provider to determine alternative options such as just audio within the TAO platform or determine if phone sessions are most appropriate.**

4. Once the video conference session has ended you will close the zoom meeting window.

5. Your therapist will not be available to video conference unless an appointment is scheduled and they have opened the application. Please note that if you click on the video conferencing option when you do not have an appointment scheduled no one will pick up on the other end. If you feel you are in need of emergency services please call the Counseling Center crises line at 949-824-6457 and select option “2” or call the National Suicide Prevention Lifeline at 1-800-273-8255. You can always call 911 or go to the nearest emergency room.